General Services Administration

Federal Acquisition Service

Technology Transformation Services

1800 F St NW | Washington, DC | 20405

cloud.gov Support Services

Request for Information (RFI)

Posted Date	November 09, 2018
Response Date	November 20, 2018
Original Set Aside	N/A
Classification Code	D -- Information Technology and Telecommunications

This is a request for information notice only. This is not a request for an offer or proposals. This notice does not represent a commitment by the government to issue a solicitation or award a contract. Information received will be used to determine the availability of technically capable and otherwise responsible firms that would be interested in submitting offers.

1.0 Summary of goal

The U.S. General Services Administration (GSA), Federal Acquisition Service (FAS), Technology Transformation Services (TTS) Division is conducting a market survey and is seeking qualified large or small business firms (including small disadvantaged businesses such as Certified HUBZone, 8(a), Service-Disabled Veteran-Owned Small Business, and Women-Owned Small Business, etc.) to provide professional services in support of the cloud.gov platform.

2.0 Background about the cloud.gov platform

cloud.gov is a Platform as a Service built specifically for government work. cloud.gov customer teams are responsible for their own application code, while the cloud.gov platform handles the security and maintenance of everything underneath. It's built to keep applications online even with large numbers of users and sharp increases in usage.

cloud.gov runs on top of industry-provided infrastructure (Amazon Web Services GovCloud is the "Infrastructure as a Service" provider). The platform includes access to this infrastructure while removing the complexity of managing it from the customer experience. The cloud.gov Platform as a Service is open source, based on the Cloud Foundry project with additional open source components.

3.0 How we work

cloud.gov uses DevOps practices and Infrastructure as Code principles for operations and maintenance. This work combines system administration and code development. Team members commit all changes to source control (git) and test and deploy them using continuous integration and continuous deployment tools. We work in a collaborative, remote-first environment, including chat and videocall discussions of changes before, during, and after development, with frequent use of pairing between employees and contractors.

4.0 Timeline and duration

We anticipate starting the professional services contract as soon as it is awarded, with a Period of Performance until the end of FY19 (October 2019), with an option to continue for FY20 (November 2019 to October 2020).

5.0 NAICS codes

The North American Industry Classification System (NAICS) code for this procurement will be finalized once submissions resulting from this RFI have been analyzed.

We anticipate that NAICS codes may include:
- 54 -- Professional, Scientific and Technical Services

- 541511 -- Custom Computer Programming Services

*vendors can suggest a NAICS code as well**

6.0 Objectives for technical services

The General Services Administration (GSA) intends to purchase professional services in order for the vendor to perform operations and maintenance for the cloud.gov technical system, specifically the Cloud Foundry-based platform and supporting services and web applications.

The vendor will staff this requirement to meet the following objectives:
- Operate, maintain, monitor, and update a Cloud Foundry deployment and the supporting services underlying cloud.gov.
- Provide consultation for the cloud.gov development team to support Cloud Foundry best practices.
- Develop, test, and deploy code rapidly using a lean and agile approach.
- Identify and fix issues using GitHub pull requests.
- Use Python, Go, and other languages as needed to automate and integrate operation processes.
- Manage infrastructure as code using Terraform.
- Manage continuous deployment using Concourse.
- Package and deploy software using BOSH.
- Write code, including test harnesses and metric emitters.
- Manage and analyze capacity on-demand.
- Ensure security and protect privacy. Capable of defining a VPC, access control lists bound to security groups, multi-factor authentication, and SSH access.
- Improve automated monitoring and alerting for any possible operational failures.
- Improve automated monitoring and alerting for possible security issues and anomalous behavior.
- Improve automated monitoring and alerting for possible intrusion detection.

7.0 Place of Performance and Hours
The contractor shall perform the work off-site at their own workplaces.

Contractor personnel should be available during normal business hours for US time zones.

8.0 How to Respond

Offerors capable of performing as a prime contractor that meet the requirements stated above are encouraged to complete this form:
https://docs.google.com/forms/d/1Rq-YCBwRr4pV8ppm73_xGFA2MyLmPxyqa3kSe-43Ca4/edit

Interested firms having the capabilities necessary to meet or exceed the stated requirements are encouraged to submit responses addressing each of the questions in the Google Form. All responses shall be submitted via the referenced Google Form above no later than **4:00 PM ET, November 20, 2018**. Any additional questions may be submitted directly to Joseph Dorsey at Joseph.Dorsey@gsa.gov . Please reference "cloud.gov Support Services Project Request for Information" in any email responses.

9.0 Virtual Industry Day

Vendors are also invited to attend a virtual industry day hosted by cloud.gov. The purpose of the industry day is to allow vendors and the government to have the opportunity to share information and clarify components of the upcoming requirement.

The Federal Government invites all interested parties (vendors, vendor partnerships, engineers, digital experts, and others) to participate in a Virtual Industry Event taking place on **Friday, November 16, 2018** from 12:00pm ET to 1:30PM ET. Note, that all participant phone lines will be muted during the event and any questions must be submitted to the government team via the virtual meeting chat box. Questions may also be submitted in advance of the meeting to Joseph.Dorsey@gsa.gov or via GitHub.

Logistics: Link to participate in the Virtual Industry Event will be provided via a confirmation email following successful RSVP here:
https://docs.google.com/forms/d/1EqQmJJpotbYGmp5DHvP7Uhi7ntI6QE6-iIxE5_zLmd8/edit . The meeting will be held on Zoom.us.

Link to call-in information will be provided with meeting invitation after your firm submits its RSVP. We encourage as much participation as possible, however in order to ensure an efficient industry day, we request firms with multiple participants utilize one line and submit as many questions as possible in advance.

Any parties interested in attending the industry day must RSVP by COB **Wednesday, November 14, 2018**.

10.0 Contact information

Primary point of contact: Joseph Dorsey, Contracting Officer; joseph.dorsey@gsa.gov; Phone: 303-907-7293